

INFORMATION MANUAL

**PURSUANT TO SECTION 4(1) (b) of RTI Act
2005 (CORRECTED UPTO 31.03.2024)**



BHARAT SANCHAR NIGAM LTD.

Website www.bsnl.co.in

Bharat Sanchar Nigam Limited

(A Govt. of India Enterprise)

INDEX

INFORMATION MANUAL

(PURSUANT TO SECTION 4 (1) (b) OF THE RIGHT TO INFORMATION ACT, 2005)

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CHAPTER-1—ORGANISATION AND FUNCTIONS

1.1 PARTICULARS OF ORGANISATION, ITS FUNCTIONS AND DUTIES

Particulars of Organization

	<p>Bharat Sanchar Nigam Limited, Bharat Sanchar Bhawan, H.C. Mathur Lane, Janpath New Delhi-110001, incorporated on 15.9.2000, vide Registration No. 55-107739, dated the 15th September, 2000 and became entitled to commence business with effect from 19th September, 2000. Corporate Identity Number (CIN) is: U74899DL2000GO1107739. Corporate Website is: www.bsnl.co.in.</p>
Date of incorporation:	<p>The Company (BSNL) took over the .business of providing telecom services and network management throughout the country except the metro cities of Delhi and Mumbai of the erstwhile service providing departments of the Govt. of India, i.e., the Departments of Telecom Services and Telecom Operations w.e.f. 1.10.2000 pursuant to a MoU signed between the BSNL and the Govt. of India.</p>
Type of Company	<p>Government Company under Section 2(45) of the Companies Act, 2013.</p>
Head of the organization	<p>Sh. Pravin Kumar Purwar is the Chairman and Managing Director of Bharat Sanchar Nigam Ltd.</p>
Administrative Ministry	<p>Govt. of India, Ministry of Communication, Department of Telecommunications.</p>
Details of Disinvestments	<p>The entire share capital of the Company is held by the Govt. of India.</p>
Shareholding pattern	<p>Government of India is holding 100% of the share capital of the Company.</p>
Listing with Stock Exchanges	<p>Unlisted- for equity and preference shares. Listed with BSE- for unsecured Govt guaranteed bonds W.E.F. 28.09.2020</p>

Share Capital

Authorised Capital – Rs.
2,10,000 crores, divided into 20,250,00,00,000 [Twenty
Thousand Two Hundred and Fifty Crore] Equity Shares of
Rs.10/- each; and 750,00,00,000
[SevenHundred and Fifty Crores] Preference Shares of Rs.1
0/- each.

Paid Up Share Capital - Rs. **90,389.48** /- crores of Equity Shares and Rs.7,500/- crores of Preference Share Capital

VISION AND MISSION

VISION:

- Be the leading telecom service provider in India
- Be a customer focused organization with excellence in customer care and marketing
- Leverage technology to provide affordable and innovative telecom Services/products across customer segments

MISSION:

Be the leading telecom service provider.

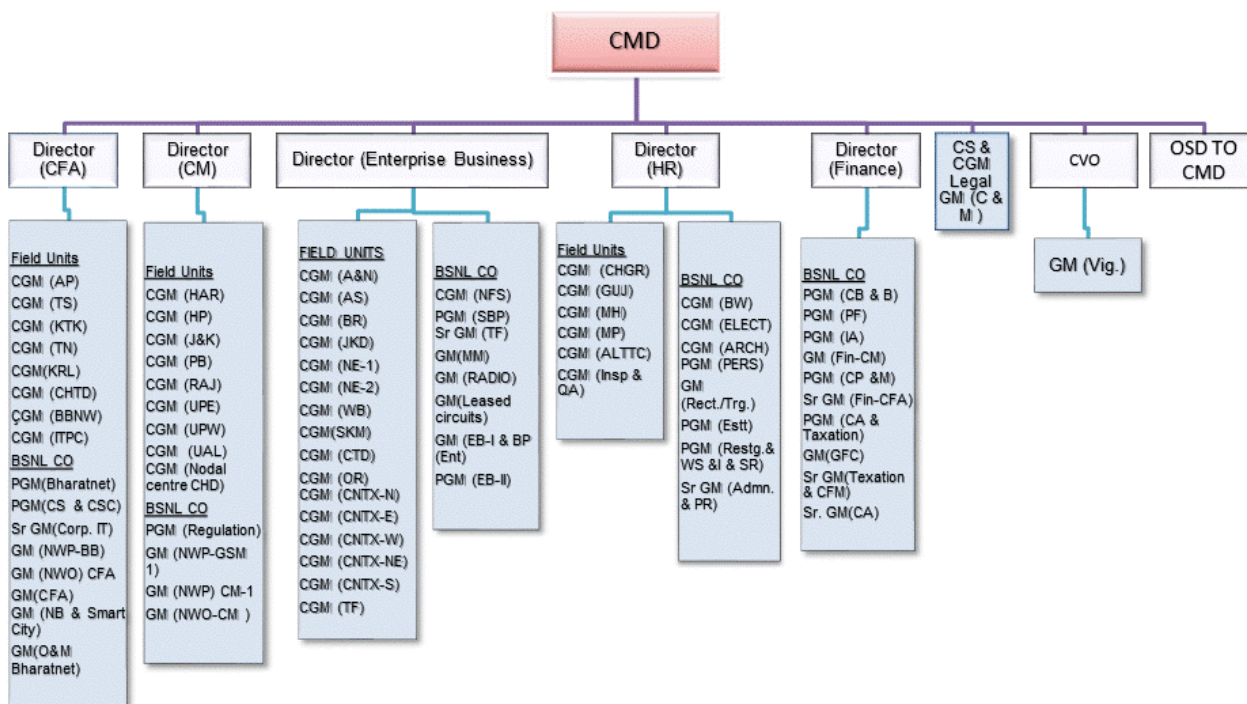
- Becoming the most trusted, preferred and admired telecom brand
- Providing reliable telecom services that are value for money
- Generating value for all stakeholders – employees, shareholders, vendors & business associates
- Excellence in customer service – friendly, reliable, time bound, convenient and courteous service
- Offering differentiated products/services tailored to different service segments
- Developing a marketing culture that is responsive to customer needs
- Maximizing return on existing assets with sustained focus on profitability

OBJECTIVES:

- Increase sales revenue with focus on subscriber retention & acquisition by way of strengthening marketing, quality of service and customer delivery
- Accelerate the pace of expansion of mobile & data services with up-gradation of technology
- Adopt policies and processes to enable transparent, quick and efficient decision making
- Developing marketing team with attitude towards customer care
- Improve customer care by reducing fault rate, upgrading Customer service and convergent billing
- Providing a conducive work environment with strong focus on performance to enhance customer delight towards BSNL services
- Leverage data services to increase BSNL's customer's base & revenues by providing higher bandwidths capabilities for wire line and wireless broadband customers
- Strengthen company's finances by gainful utilization of its assets through sharing / monetization of existing infrastructure like land, building and sharing of passive infrastructure like towers etc.
- Creating Wi-Fi Hot Spots and replacing Legacy wire line exchanges by Next Generation Network

- Expanding the reach of fiber network near to the customer premises particularly in apartment complexes through FTTH in order to meet the bandwidth requirement for both data & video applications
- Leverage the existing infrastructure of BSNL thereby contributing towards nation building by facilitating the execution of government programs and initiatives viz. National Optical Fiber Network (NOFN), Network for Spectrum (NFS) and Smart City concept
- Improve productivity by training and skill development and rationalization of manpower
- Developing knowledge pool exposed to latest technological advancements
- To explore opportunities in international telecom in developing markets
- To become preferred service provider to the Government for reliable and secure service Network and to serve National security interests.

BHARAT SANCHAR NIGAM LIMITED ORGANOGRAM



CFA= Consumer Fixed Access, CM= Consumer Mobility, HR = Human Resource, CVO= Chief Vigilance Officer, CS= Company Secretary.

1.11 PROFILE OF THE COMPANY’S BUSINESS

A. GLIMPSES OF MAIN SERVICES OFFERED

1. BASIC AND LIMITED MOBILE TELEPHONE SERVICES

BSNL is the leading service provider in the country in the Basic Telephone Services. As on **31.03.2024** there are **6.499472** million Direct Exchange Lines. BSNL has provided a number of attractive tariff packages & Plans which shall further strengthen its subscriber base.

2. CELLULAR MOBILE TELEPHONE SERVICES

BSNL’s GSM Technology based Cellular Network reached a long way, covering 4038 (as per census 2011) cities/towns with a subscriber base of over **8.8614885** crores as on 31st March 2024 out of which **8.3914742** crores cellular telephones are in pre- paid segment.

B.DEVELOPMENT OF RURAL TELECOM NETWORK

1.Rural DELs:

As on **31.3.2024**, in BSNL’s network, a total of 2, 97, 84,161 (**Wire line: 21,03,569 & Cellular: 2,76,80,592**) Rural Telephone Connections were working.

2(A) Repair Services – Achievements at a glance (Basic Service)

Sl. No.	Parameters	Year	
		2022-23	2022-23
		Achievement	Achievement
1	Fault rate/100 telephones/month (%)	4.95	4.67
2	CCR		
	Local	65.42	72.00
3	Fault clearance		
	By next day in rural area	91.99	92.02
	Within 7 days in rural area	100	99.98
	By next day in urban area	93.32	94.64
	Within 5 days in urban area	100	99.99
4	MTTR	7.01	7.00

C.Setting up KU Band VSAT network

BSNL started KU Band VSAT services in the year 2006 with Hub station located at WMS compound, Jaya Nagar, Bangalore. The VSAT services are meant to provide Data, Voice, Video Conferencing, Telemedicine Service etc, throughout the country. It is very much suitable for providing the services in remote areas and in locations where other mode of transmission is non-feasible. VSAT is also suitable for providing high availability. The

VSAT communication is predominantly data communication via satellites smaller antennas like as 1.04 m to 1.8 m are deployed in the remote location along with customer premises equipment (CPE), the CPE communicates to the central location of customers through VSAT Hubs. At present, three VSAT Hubs are functioning in BSNL's Network, as per details given below:

Sl.	Hub Location	Satellite being used	Frequency band used
1	Sikandrabad, Distt. Bulandshahre (Uttar Pradesh), with DR site at ALTTC, Ghaziabad	Thaicom-4 (IPSTAR)	Hub to Satellite:Ka-band, Remote to Satellite: Ku-band.
2	Yeur, Distt. Thane(Maharashtra), with DR site at Boshari, Near Pune	Thaicom-4 (IPSTAR)	Hub to Satellite:Ka-band, Remote to Satellite: Ku-band
3	WMS Compound, Jaya Nagar, Bangalore.	GSAT-8	Hub to Satellite:Ku-band, Remote to Satellite: Ku-band

As on date (31.03.2024) about **5333** VSAT sites are working in the network. This includes commercial customers of Banking sector, Public Sector undertakings, Govt. Organizations. Thaicom-4(IPSTAR) is a multiple spot beam bent-pipe satellite without on-board regenerative payload. The combination of innovative ground and space technologies allow the delivery of cost-effective VSAT services. Thaicom-4(IPSTAR) Satellite has coverage through India except Andaman & Nicobar and Lakshadweep Islands. The GSAT-8 Satellite has Pan India coverage including Andaman & Nicobar and Lakshadweep Islands. BSNL has deployed additional advanced baseband equipment having DVB-S2x modulation. With this baseband, the spectral efficiency is about 1.8 bits/Hz and with this new DVB-S2x technology, the VSAT is capable to support downlink speed of 100 Mbps and uplink speed of 10 mbps (with 1.2 m antenna & 2 W BUC)

Due to its fast deployable ability and Pan India coverage, VSAT services are very much useful for meeting all types of communications need. PGM (SAT), Southern Telecom Projects, Bangalore (Ph-080-26639900) is the nodal agency for BSNL's VSAT service.

C. Policy on transmission network maintenance

BSNL has large transmission networks of Optical fiber cable systems, Satellite systems & Digital Microwave systems. To facilitate speedy maintenance of transmission network of approximately 313.23 lakhs RKM (Route Kilometer), guidelines for OFC route maintenance parties along with maintenance vehicles have been formalized. Online system for post occurrence booking of OF cables transmission systems faults has been implemented in BSNL network for monitoring the health & performance of the transmission network by the Maintenance Regions and Territorial Circles. This

TRANSNET online system facilitates the Senior Management in monitoring OF cable and transmission system faults. It is monitored by the PGM (CNO) cell at BSNL Corporate Office, New Delhi.

D. BUSINESS DEVELOPMENT

Enterprise Business-I

Enterprise Business-II

Enterprise Business-I:

Enterprise Business-I unit's basic purpose is to serve Platinum Enterprise Customers by fulfilling all their Telecom Needs on Pan India basis under single window concept. Platinum customers are served through 12 Platinum offices located at Ahmedabad, Bangalore, Chennai, CN TX North Delhi (EB NCR-I and EB NCR-II), CN TX South, Gurgaon, Hyderabad, Inmarsat, Kolkata, Mumbai, Pune.

All Telecom services are offered to Platinum Enterprise customers.

Enterprise Business-II:

EB-II Cell is mainly entrusted with selling of BSNL services to Gold and Silver category of customers through respective Enterprise Business units located in different territorial telecom Circles on PAN India basis. Platinum customers, which are not located in the proximity of the platinum offices, are also being focused by these Gold/Silver business units.

All the Telecom services are offered to the Enterprise customers.

E. INTERNATIONAL LONG DISTANCE (ILD)

1. BSNL is having International Telecom Service Agreements (ITSAs) with various Foreign Carriers for Voice calls.
2. Empanelment of bidders for procurement, provisioning, commissioning and maintenance of international bandwidth for voice, data and internet.
3. Participation in various International submarine Cable Systems.
4. Connectivity initiatives with SAARC countries.
5. Provisioning, Commissioning and maintenance of CANI, BLCS and EIG Submarine cable system.

F. BROADBAND SERVICES

BSNL launched the Wire line Broadband services using ADSL/VDSL Technology, under the brand name “BSNL BROADBAND” on 14-01-05. BSNL is offering High Speed Internet access with speed ranging from 2 Mbps to 24 Mbps with copper as access media using ADSL/VDSL Technology.

BSNL has also deployed Next Generation play Access Network (FTTH) based on Gigabit Passive Optical Network (GPON) and Gigabit .Ethernet Passive Optical Network (GEPON) technology for provisioning of high speed Broadband service to Home, Business and Enterprise customers on optical fiber access. The services offered to the end customers are voice, high speed data services with speed up to 100 Mbps. FTTH services have been rolled out on Pan India basis except Delhi & Mumbai.

Ever since its inception BSNL is continuously expanding its wireline broadband network in response to growing demand of broadband/data service throughout India. As on 31.03.2024, BSNL has working **3775247** (FTTH) wire line broadband connections (ADSL/VDSL) and **226859** ADSL connections across the country. Following services are provided using Wire line Broadband service:

- High Speed Internet Connectivity.
- Virtual Private Network (VPN) service over broadband.
- Dial VPN services to MPLS VPN customers.
- Games on Demand Service.
- Music/Video/Movies on Demand.
- Online Education service.

BSNL has also started high speed broadband services through Wi-Fi technology with empaneled partners on revenue basis.

BSNL is providing Wi-Fi services through selected partners on revenue sharing basis at selected locations in various cities on PAN India Basis (except Delhi & Mumbai). BSNL on CAPEX model has deployed nearly **10300** Wi-Fi Hot Spots at schools, Colleges, Universities, Public places and 2G BTS sites to provide high speed internet connectivity through Wi-Fi. All these Wi-Fi hotspots supports Mobile Data Offload feature whereby mobile users are capable to browse high speed data through offload of mobile data on Wi-Fi.

In order to provide high speed Wi-Fi internet connectivity in far flung rural areas of the country, DoT has entrusted BSNL for deployment of **25000** Wi-Fi Hotspots at rural Telephone Exchanges of BSNL .Under the project, BSNL has Commissioned nearly **24333** rural Wi-Fi hotspots.

BSNL offers various limited and unlimited Broadband plans on different access technologies i.e. ADSL, VDSL or FTTH for home as well as business customers with or without combo options (with free calls in some plans) across India at cheapest fixed monthly rates which are attractive and affordable.

G. CUSTOMER CARE

BSNL, in its endeavor for higher customer satisfaction, pays great attention to customer care. Apart from exclusive Customer Care Centers (call Centers) for mobile and fixed line services, there is an extensive network of Customer Service Centers (CSCs) with their reach to the remotest of villages. As of now over **4000** CSCs operate in different categories serving urban, sub-urban and rural areas. In all these CSCs, walk in customers can avail facilities from bill payments to delivery of mobile services, pre-paid vouchers, tariff information etc. which are available online. In addition, there are number of alternatives for payment of bills through ATMs, Automated Bill Payment Machines and online by Credit/Debit cards using payment gateways through arrangements with banks and host of other bill payment agencies.

H. TELECOM FACTORIES

BSNL Telecom Factories located at Kolkata (Alipore & Gopalpur), Kharagpur, Jabalpur (Wright Town & Richhai), Bhilai, and Mumbai, are engaged in production of PLB HDPE Telecom Duct, Joint Closures (SJC/BJC), SIM Card etc. After organizational restructuring, these telecom factories have been clustered into three (3) BAs headed by GM level officer reporting to respective territorial circles in the geographical area of location.

During 2023-24, Telecom Factories achieved a turnover (basic despatch value) of Rs 164.79 crore.

Performance

To ensure quality and timely supply of PLB HDPE Ducts, Telecom Factories have a long term business agreement with IOCL for procurement of HDPE Resin. During 2023-24, the production capacity of PLB HDPE Duct of TF Mumbai has also been augmented. The financial and quantitative performance of Telecom factories during 2023-24 is as under:-

Financial:

Telecom Factory BA	Achievement 2022-23 (Rs in Cr)	Target for 2023-24(Rs in Cr)	Achievement 2023-24(Rs in Cr)
Kolkata	39.81	93.5	78.48
Jabalpur	7.16	52.2	19.23
Mumbai	47.39	71.3	67.08
Total	94.36	217	164.79

Quantitative

Items	Target (2023-24)	Achievement (2023-24)
PLB HDPE Duct (Kms)	35000	26945
Splice Closure (Nos.)	100000	68500
SIM Card (Nos.)	1800000	418000

Manpower details

Staff strength of Telecom Factories (Industrial, Regular & Executives) as on 31.03.2024 is 319

TF BA	Units	Non-executives		Executive	Total Staff Strength
		Industrial	Regular		
Kolkata	Alipore	45	30	9	84
	Gopalpur	17	2	4	23
	Kharagpur	24	4	5	33
	Total	86	36	18	140
Jabalpur	Wright Town	19	31	7	57
	Bhilai	5	5	2	12
	Richhai	18	12	2	32
	Total	42	48	11	101
Mumbai	Mumbai	41	18	19	78
G.Total		169	102	48	319

I. OBLIGATIONS

1. Towards customers

Efficient complaint redressal system for resolving complaints in a manner that is satisfactory to the customer. Constant efforts are carried out to ensure standard quality of service to customers.

To offer innovative and affordable plans suiting customers of all segments and usage profiles, subject to regulatory principles.

2. Towards employees

- ✓ Develop their capability and advancement through appropriate training and career planning.
- ✓ Expeditious redressal of grievances.
- ✓ Fair dealings with recognized representatives of employees in pursuance of healthy trade union practices and sound personnel policies.

3. Towards the Society –Corporate Social Responsibilities

BSNL new CSR Policy 2018 is already approved and available on BSNL website according to new policy the thrust areas of CSR Policy which fall within the broad parameters as specified under Schedule VII of the Companies Act 2013 including any amendment(s), re-enactment(s) thereto and the Rules made there under which remain in force for the time being is placed below-

<u>Broad Parameter as laid down by the Schedule VII of the Act</u>	<u>Identified thrust areas of Company's CSR Policy, which are falling within the broad parameter of the Schedule VII of the Act</u>
1. <u>Education:-</u> Promoting Education, including special Education and Employment enhancing vocation skills especially among Children, Women, Elderly, and the differently abled and livelihood enhancement projects	1.1. Imparting skill development and vocational courses.
2. <u>Eradicating Hunger, Poverty and Malnutrition, reducing child mortality and improving maternal health, Promoting Preventive Health Care and Sanitation and making available Safe Drinking Water</u>	2.1 Organizing awareness on sanitation. 2.2 Providing safe drinking water.
3. <u>SOCIO-ECONOMIC DEVELOPMENT:</u> Promoting Gender Equality, Empowering Women, setting up Homes and Hostels for Women and Orphans; Setting up old age homes, Day care centres and such other facilities for senior citizens and measures for reducing inequalities faced by socially and economically backward groups	3.1 "Preparedness and capacity building" in Disaster Management .
4. <u>ENVIRONMENT:-</u> Ensuring Environmental Sustainability, Ecological balance, Protection of Flora and	4.1 Conservation of natural resources. 4.2 Water management
Fauna, Animal welfare, Agroforestry, Conservation of natural resources and maintaining quality of soil, air and water;	including ground water recharge.
5. <u>CULTURE:-</u> Protection of National Heritage, Art and Culture	5.1 Protection of historical monuments, heritage sites etc.
6. <u>Schemes for Armed Forces Veterans etc.</u>	6.1 Measures for the benefit of armed forces veterans, war widows and their dependents.
7. <u>Promotion of Rural Sports/Paraolympic sports</u>	7.1 Training to promote rural sports.
8. <u>Contribution to the PM's National Relief Fund etc.</u>	8.1 Contribution to the Prime Minister's National Relief Fund or any other fund set up by the Central Government for socio-economic development and relief and welfare of the Scheduled Castes, the Scheduled Tribes, other

	backward classes, minorities and women;
<u>9. Development of Technology Incubators</u>	9.1 Contributions or funds or kind to technology incubators promoted by institution of education, training and research.
<u>10. Rural Development</u>	10.1 Rural development projects.

The details of the above policy also available at https://www.bsnl.co.in/opencms/bsnl/BSNL/about_us/others/New_CSR_Policy_of_BSNL.pdf.

J. Employee's Welfare Activities

A very wide range of welfare programs, with a focus on the employees' welfare is continuously implemented by the Staff Welfare Board of the Company.

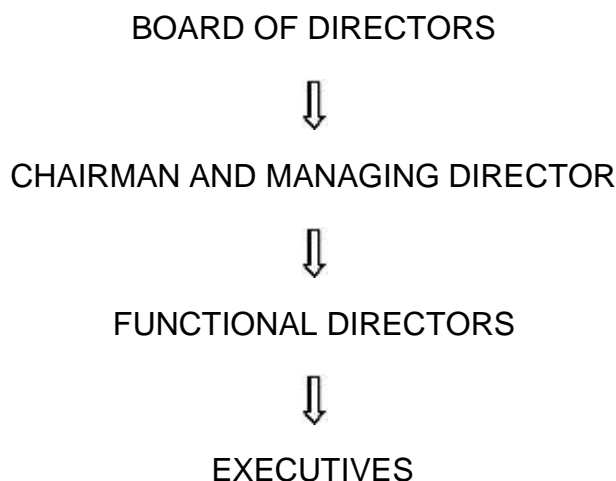
1.2 POWER AND DUTIES OF ITS OFFICERS AND EMPLOYEES

The powers & duties of the Executive and Non-executive of the Company are derived mainly from job descriptions, manuals, terms and conditions of appointment and delegation of authorities enunciated by the Company. The Non-executives of the Company are appointed for carrying out the business operations of the Company, which are in line with the objectives specified in the Memorandum of Association of the Company.

While discharging duties and responsibilities, Executive of the Company are complying with the applicable provisions of statutes and rules and regulations framed there under.

1.3 PROCEDURES FOLLOWED IN THE DECISION-MAKING PROCESS, INCLUDING CHANNELS OF SUPERVISION AND ACCOUNTABILITY

The decisions making process of the Company follows the following Channel



Overall management of the Company is vested with the Board of Directors of the Company. The Board of Directors is the highest decision making body within the Company. As per the provisions of the Companies Act, 2013 certain matters require the approval of the shareholders of the Company in General Meeting.

The Board of Directors is accountable to the shareholders of the Company, which is the ultimate authority of a Company. Bharat Sanchar Nigam Limited being a Public Sector Enterprise (PSE), the Board of Directors of the Company is also accountable to Government of India.

The day-to-day management of the Company is entrusted with the Chairman cum Managing Director and the Functional Directors and Executives of the Company. For this purpose, the Board of Directors has delegated powers to the Chairman and Managing Director, Functional Directors, and the Executives of the Company through Delegation of Financial and Administrative Powers. The Board of Directors has also delegated few of its specific powers to a committee, known as Management Committee comprising of CMD and Functional Directors. Functional Directors and executives exercise their decision-making powers as per this delegation of powers. The Chairman cum Managing Director, Functional Directors and other Executives are accountable to Board of Directors for proper discharge of their duties & responsibilities. The powers, which are not delegated, are exercised by the Board of Directors subject to the restrictions and provisions of the Companies Act, 1956 and the Articles of Association of the Company.

Reporting and Reviewing structure for Executives in BSNL

1.0 Introduction

A new organization structure has been implemented in BSNL. This structure comprises of “verticals” or “business units” at the level of each administrative units (Corporate Office, Circle Office and BA Office). In order to make the business unit focus to be effective and sustainable, it is important to ensure an effective mechanism of accountability within a business unit across the administrative units. For example, the head of CFA at the Circle Office should be accountable for CFA business to the CFA set-up at Corporate office.

The Reporting & Reviewing authorities at Corporate Office, Circles and BA s will be as follows : -

2.1.

CGMs/PGMs/GMs in CFA, CM, EB, HR and Finance Vertical of BSNL CO will report to their concerned Director and be reviewed by the CMD.

(Letter No. 4-2/2021-Restg. dated 29.11.21 and dated 30.11.21)

GM(Fin-CFA & Govt Projects) and GM (Fin-CM & EB) report administratively to DIR(F), but they will act IFA to respective vertical directors.

(Letter No. BSNLCO-RSTG/15(14)/1/2022-RSTG-Part(1) dated 11.01.2022).

GM(EF), BSNL CO will act as IFA to Dir(HR), BSNL.

GM(PF), BSNL CO will act as IFA to Dir(Finance), BSNL

(Letter No. BSNLCO-RSTG/15(14)/1/2022-RSTG-Part(1) dated 08.02.2022)

2.2 PGMs/GMs in (NB & smart city) unit will report to DIR (CFA) and be reviewed by CMD.

2.3 DGMs shall report to their GMs and be reviewed by the concerned Director.

3.0 Reporting & Reviewing Structure at Circle Office(All cadres)

3.1 CGMs shall report to one of the Board level Director as indicated below and reviewed by CMD.

	Reporting Authority	Reviewing Authority
CGMs of North Zone	Director (CM)	CMD
CGMs of East Zone	Director (EB)	CMD
CGMs of West Zone	Director (HR)	CMD
CGMs of South Zone	Director (CFA)	CMD

3.2 The officers forming first line of reporting to the CGM * shall report in to the Circle Head and reviewed by the Director at Corporate office concerned with that function.

3.3 The officers forming second line of reporting * shall report to their respective

administrative head and reviewed by the CGM.

- 3.4 The head for Regulation in Circle shall report to GM (NWP)-CM and the head for CSC shall report to GM(S&M)-CFA. Both shall be reviewed by the CGM.

** First line of reporting indicates the officers, who are directly reporting to the Circle head and second line of reporting indicates the officers reporting to the first line. For example PGM/GMs/PGM (Finance) IFA / CE (Civil)/CE (Electrical)/Chief Architect etc. constitute first line of reporting. Level of officers at first level and second level of reporting may vary in different Circles.*

4.0 Reporting & Reviewing Structure at BA Office (All Cadres)

4.1

Level	Reporting authority	Reviewing Authority
BA heads of North Zone	Concerned CGM	Director (CM)
BA heads of east Zone	Concerned CGM	Director(EB)
BA heads of west Zone	Concerned CGM	Director(HR)
BA heads of South Zone	Concerned CGM	Director (CFA)

- 4.2 At the BA office, the first line of reporting **, except in the case of IFA, shall report to the BA Head and reviewed by the Circle CGM.

- 4.3 IFAs in BAs will report to the concerned BA Head and be reviewed by Circle IFA. In cases where BA is headed by PGM and Circle IFA is a GM-level officer, reviewing will be done by the Circle CGM and not by Circle IFA.

- 4.4 *The second line of reporting shall report to the respective administrative head and reviewed by the BA Head.*

*** First line of reporting indicates the officers, who are directly reporting to the BA head and second line of reporting indicates the officers reporting to the first line. Level of officers at first level and second level of reporting may vary in different Circles.*

5.0 Cases where officers in Circle Offices & BAs hold more than one role

In such cases, the concerned officer/executive holding the original post will be considered as the main role and the reporting/reviewing authority will be accordingly decided.

6.0 Reporting & Reviewing Authorities for CGMs of Non-Territorial Circles

CGM	Reporting Authority	Reviewing Authority
Core network Tx North	Director (EB)	CMD
Core network Tx-East	Director (EB)	CMD
Core network Tx -West	Director (EB)	CMD
Core network Tx -South	Director (EB)	CMD
Core network Tx-NE Region	Director (EB)	CMD
ALTTC	Director (HR)	CMD
Inspection & QA	Director (HR)	CMD
BBNW (NCNGN-Merged) Circle	Director (CFA)	CMD
ITPC	Director (CFA)	CMD

7.0 Reporting and reviewing structure for Executives in BSNL – amendment of.

Amendment in the reporting and reviewing structure vide letter No.315-06/2019-Pers.1 (Pt.) Dated 04th Sep, 2019.

Level of Office	1st Reporting Officer	2nd Reporting Officer	Reviewing Officer
Corporate Office			
GM(F) in CFA / CM / ENT / NB	Concerned Director	Director(F)	CMD
PGM/ GM in NB Unit	DIR(CFA)		CMD
Circle			
PCE/ CE(Civil)/ CE(Elect)/ Chief Architect	CGM	CGM(BW) /CGM(Elect) / CGM(Arch) Corporate Office	DIR (HR)
BA			
IFA(in case Circle IFA is equal or lower in rank to BA Head)	BA Head	Circle IFA	CGM

1.4 THE NORMS SET FOR DISCHARGE OF FUNCTIONS

The Company has well defined procedures and guidelines in the form of delegation of powers, laid down policies and guidelines, manuals with a view to ensure compliance of provisions of various statutes, rules and regulations and the guidelines of Department of Public Enterprises, Central Vigilance Commission and other concerned organizations.

1.5 THE RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS HELD BY THE COMPANY OR UNDER ITS CONTROL OR USED BY ITS EMPLOYEES FOR DISCHARGE OF FUNCTIONS

Important internal Rules, Regulations, manuals and records, which are used by the employees of the Company in discharge of their functions are given below:

Matter pertaining to Company Affairs.

Memorandum & Articles of Association

Guidelines of the Department of Public Enterprises for the Mini-Ratna CPSEs.

Delegation of Powers to the Management Committee of the Board, CMD Functional Directors and the executives Directors.

Disclosures and declarations made by Directors pursuant to the Companies Act and Corporate Governance Norms.

Decisions of the Board Of Directors/Management Committee of the Board and Committees of the Board and shareholders in the meetings as contained in the minutes book, which are not open for public viewing. Presidential directives issued, if any.

1.6 DOCUMENTS THAT ARE HELD BY THE COMPANY OR UNDER ITS CONTROL

Various categories of documents that are held by the Company Secretary or under its control are given below:

Documents pertaining to Company Affairs.

Memorandum & Articles of Association.

Guidelines of the Department of Public Enterprises for the Miniratna CPSEs.

Delegation of Powers to the Management Committee of the Board, CMD Functional Directors and the executives Directors.

Statutory registers as are required under Companies Act 2013 or re-enactments thereof.

Annual Report/Annual returns

Returns and forms filed with the Registrar of Companies etc.

1.7 STATEMENT ON THE BOARD & SUB COMMITTEES OF THE BOARD AND OTHER COMMITTEES

The Management of the Company is vested with the Board of Directors. The Articles of Association provides that the minimum strength of the Board shall not be less than 3 and the maximum at 15. Being a Government Company the power to appoint or remove a Director vest with the President of India. The present composition of the Board comprises six whole time Directors (including the CMD), 2 Government Nominee Directors and 4 non official part time Directors. Thus the Board has the optimum mix of 50% whole time and 50% part time Directors. The composition is in line with the Corporate Governance norms for the unlisted CPSEs, laid down by the Department of Public Enterprises. The profiles of BSNL's present Directors are posted on Corporate website of BSNL i.e. www.bsnl.co.in.

Committees of the Board: Board of Directors has the following committees.

1. Audit committee of the Board.
2. Nomination and Remuneration Committee of the Board.
3. Management Committee of the Board.
4. Committee on Appellate and review matters under BSNL CDA rules.
5. Corporate Social Responsibility Committee of the Board.

6. Enterprise Risk Management Committee.
7. Stake holder Relationship Committee.

The meeting of the Board of Directors and Committees of the Board are not accessible for Public. Accordingly the agenda papers and the minutes of the meetings of the Board of Directors and its committees are not open for public.

Bharat Sanchar Nigam Limited is a Commercial Organization and policies formulated by it relate to its internal management and therefore, there is no requirement for consultation with the members of the Public prior to formulation of its internal policies. However, internal policies of the Company are formulated in compliance with the applicable provisions of the statutes, rules and regulations etc.

The members of the public, who are dealing with the Company in its business transaction have any complaints/ grievances, they can approach through e-mail / fax or through the concerned officers for redressal as hosted in the web-site www.bsnl.co.in

1.8 DIRECTORY OF OFFICERS & WORKMEN

Bharat Sanchar Nigam Limited has staff strength 57657 as on 31.03.2024. There are 29570 Executives and 28087 Non-executives.

For details of the Names, Designations and Telephone Numbers of the Board of Directors and Senior Executives of the Company's corporate office, please refer to the Company's website www.bsnl.co.in

For details of various other units, such as Circles etc., Heads of the respective unit maintains the same for their officers and staff.

1.9 STATEMENT ON MONTHLY REMUNERATION OF OFFICERS AND WORKMEN INCLUDING SYSTEM OF COMPENSATION

The employee of the Company draw salary on Industrial pattern in IDA scales. Pay scales of Executive employees have been revised w.e.f 01.01.2007 as per BSNL office order No. 1-50/2008-PAT (BSNL) dated 05.03.2009 and 10.06.2013.

Pay scale of Non-executive employees have been revised w.e.f 01.01.2007 in terms of BSNL office order No. 1-16/2010-PAT(BSNL) dated 07.05.2010 and 10.06.2013 as per agreement made between the management and Non-executive Representative Union on 07.05.2010.

Note :

1. The absorbed employees in the Company are covered under GPF scheme of the Central Government. Their pensionary benefits are governed by the Rule 37-A of the CCS Pension Rules.
2. The directly recruited employees of Company are covered under Employee Provident Fund (EPFO act).
3. BSNL has an agreement with Life Insurance Corporation of India, whereby, all BSNL employees are covered under a Group Saving Linked Life Insurance Scheme (GSLIS). The Group Insurance Policy includes a life insurance component, which provides cover against natural death and a double accident benefit in case of accidental death where the claimant will get twice the sum insured. The scheme is operational since 1st August 2005.
4. (a) As a measure of extension to social security to the BSNL recruited employees (as defined in BSNL Employees Superannuation Pension Trust Rules), BSNL has approved the implementation of Superannuation Pension Scheme w.e.f. 05.05.2016. Accordingly, BSNL has framed BSNL Employees Superannuation Pension Fund Trust Rules. As per the Trust Rules, BSNL will contribute at the rate of 3% of the Basic Pay plus IDA per month for all BSNL recruited employees, as defined in the Trust Rules. The employees may also contribute to the scheme on a voluntary basis. The quantum of employees' contribution to the scheme is governed by the Trust Rules.

(b) Increase the existing rate of employer's Contribution towards Superannuation Pension Scheme in respect of directly recruited employees of BSNL from 3% to 5% of Basic Pay plus DA per Month w.e.f. 01.04.2017.
5. Compassionate Ground Appointments (CGA): The object of the Scheme is to grant appointment on compassionate grounds to a dependent family member (Spouse /son/ daughter) of a Government servant (Regular) dying in harness or who is retired on medical grounds, thereby leaving his family in penury and without any means of livelihood, to relieve the family of the Government servant concerned from financial destitution and to help it get over the emergency. After formation of BSNL, initially Compassionate Ground Appointments (CGA) were made as per DoP&T OM No14014/6/94-Estt(D) dated 09.10.1998. In 2007 to streamline CGA process in all the circles of BSNL, a weightage point system was introduced vide letter No 273-18/2005-Pers.IV dated 27.06.2007 & No. 273-18/2013/CGA/P-IV dated 01.10.2014 within the broad framework of DoP&T scheme as amended from time to time. Due to financially stressed condition of the company, Compassionate Ground Appointment (CGA) in BSNL were kept in abeyance for three years w.e.f. 01.04.2019 for the vacancies arising after 01.04.2018 including unfilled vacancies vide BSNL Co letter No. 273-18/2013/CGA/Estt-IV dated 09.04.2019. The abeyance period stands further extended till further orders vide BSNL CO letter No.BSNLCO-A/15(27)/1/2022-ESTAB dated 07.03.2022.

1.10 NAMES, DESIGNATION AND OTHER PARTICULARS OF PUBLICINFORMATION OFFICERS

In terms of Section 5 (1) of the Right to Information Act, 2005, the Company has designated various officials as Information Officers (CPIO, APIOs & PIOs) and Appellate authorities. The list of such officers is available at the Company's Website www.bsnl.co.in. Under heading 'RTI'. The concerned designated CPIOs, PIOs can be approached for getting the information, pursuant to the RTI Act, 2005 at various places.

1.11 NO. OF EMPLOYEES AGAINST WHOM DISCIPLINARY ACTION HAS BEENPROPOSED/TAKEN:

No. of employees against whom the disciplinary action has been pending for Major / Minor penalty proceedings up to 31.03.2024.	129
No. of employees against whom the disciplinary action has been finalized for Major / Minor penalty proceedings up to 31.03.2024.	36

1.12 PROGRAMME TO ADVANCE UNDERSTANDING OF RTI

Programs to advanced learning of RTI		
1	Educational programmes	<p>ALTTC: Course Name :E-SEMINAR ON RTI ACT(Batch No:1) Course Duration : One Day w.e.f 20 Sep 2023 to 20 Sep 2023 Course Objective : To become aware about provisions of RTI Act 2005 No. of trainees trained : Seven</p> <p>BRBRAITT: No of Courses conducted in FY 2023-24 = 32</p> <p>RTI is a Chapter in Management module (Self Study) in E1-E2 and E2- E3 courses of Telecom stream, conducted across all training centers of BSNL i.e. ZTTC's/RTTC's in India</p>

2	Efforts to encourage public authority to participate in these programmes	BRBRAITT and its mapped training centers in West, East and South Zones are consistently contributing in educational programs by training our officers through in-service courses, specially designed to get understanding and practical approach of RTI Act - 2005. These course calendars are available in CTMS training portal of BSNL to facilitate its officers to participate in these courses.
3	Training of CPIO/APIO	Nil

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1.13 TRANSFER POLICY: Available at www.bsnl.co.in under heading “RTI”

CHAPTER 2 - BUDGET AND PROGRAMMES

2.1 BUDGET ALLOCATION AND EXPENDITURE

Revenue Expenditure and Gross addition in Fixed Assets of the company for the Financial year 2023-24 is as follows:

(Rs. in Crores)

Year	Revenue/ Expenditure	Gross Addition in Fixed Assets
2022-23	20698.9/27361.1	20016.25

2.2 FOREIGN TOURS.

Foreign tour by GM and above officers in FY 2023-24

S.NO	Tour details	Place of visit	Period of visit	Number of officers(GM and above)	Expenditure
1	Tour for attending SEAIOCMA Management committee meeting	Malaysia	08.05.2023 to 11.05.2023	1	The cost for travel & hotel will be reimbursed to BSNL by SEAIOCMCA. Only per diem charges borne by BSNL.
2	Tour for conducting validation testing for BSNL-EMNGT Super core project	USA	10.4.2023 to 14.04.2023	1	Part of tender

2.3 MANNER OF EXECUTION OF SUBSIDY PROGRAMMES INCLUDING THE AMOUNTS ALLOCATED AND THE DETAILS OF BENEFICIARIES OF SUCH PROGRAMMES:

Bharat Sanchar Nigam Limited does not have any direct subsidy schemes/programs for public. However, BSNL is offering concessional tariff for rural subscribers with lower rental and higher free calls as compared to urban areas. The details of comparative tariff of services are available in our website www.bsnl.co.in.

**2.4 & 2.5 PARTICULARS OF RECIPIENTS OF CONCESSIONS,
PERMITS OR AUTHORISATIONS GRANTED BY THE COMPANY**

Bharat Sanchar Nigam Limited does not grant any concession, permits or authorization, except for appointing franchises and agents for sale of its services like PCO holders, franchises for BSNL services etc.

BSNL has the policy of extending rebate in rentals, registration, installation of phones etc to certain category of subscribers as detailed here under:

Category of person	Rebate/Concession
Senior citizens of the age of 65 years and above	i) Registration of one telephone under Non-OYT Special Category which is priority category.

	ii) No registration charges.
Visually blind persons	i) Registration of one telephone under Non- OYT Special category. ii) 50% rebate in normal rental charges iii) 50% rebate in Annual advance rentals
Freedom fighters/ widows of freedom fighters getting pension under freedom fighter pension scheme	i) Registration of one telephone under Non-OYT-SWS category ii) No registration charges. iii) No installation charges. iv) 50% rebate in normal rental charges
Gallantry Award winners (Defence services) under following categories- i) Param Vir Chakra ii) Ashok Chakra iii) Kirti Chakra iv) Vir Chakra v) Shaurya Chakra	i) Registration of one telephone under Non-OYT Special category ii) No registration charges. iii) No installation charges. iv) No rental charges
War widows/Disabled soldiers	i) Registration of one telephone under Non-OYT Special category. ii) No registration charges. iii) 50% rebate in normal rental charges iv) No installation charges.
Awardees of President's Police medal for gallantry and widows of awardees conferred such award posthumously.	i) Registration under Non-OYT Special category ii) No registration charges. iii) No installation charges. iv) No rental charges
Homes for the aged, infirm, spastics, handicapped, deaf-dumb-mute persons, orphanages and voluntary organizations working for tribal welfare and other like institutions or organizations recognized by Government.	25% rebate in rentals for not exceeding two telephone connections.

CHAPTER 3—PUBLICITY AND PUBLIC INTERFACE

(DETAILS OF INFORMATION AVAILABLE OR HELD IN ELECTRONIC FORM)

3.1 TO 3.5 PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION

BSNL is maintaining a corporate website with name www.bsnl.co.in Citizens desirous of obtaining information may visit the website, free of cost. Most of the information of the public consumption is hosted, particularly various services tariff plans & links to its subordinate units websites (BSNL units Websites are linked to main Corporate Office web site).

The information relating to Company Profile / Business, Products, Services, Financial Performance, Shareholding Pattern etc. is available in electronic form, which can be obtained from the website of the Company from chapters I in this manual and also from its public portal www.bsnl.co.in .

CHAPTER 4 - E-GOVERNANCE

Information manual /handbook available in English language at BSNL public portal www.bsnl.co.in. Information manual data updated up to 31.03.2024.

Grievance Redressal Mechanism & Information on Telecom Consumer Charter can be accessed at https://www.bsnl.co.in/opencms/bsnl/BSNL/about_us/cit_char.html .

RIGHT TO INFORMATION

In line with the directions contained in the Right to Information Act 2005, BSNL has nominated CPIOs/FAAs for respective branch at the Corporate Office as well as in the field units of the Company for providing information to citizens. The details of the CPIOs/FAAs are posted in the website of the company at www.bsnl.co.in under heading “RTI”.

Details of RTI Applications / Appeals disposed of in the year 2023-24 at Corporate level is as follows:

RTI Requests disposed of	-----	2751	Numbers
RTI Appeals disposed of	-----	289	Numbers

Frequently asked questions (FAQs) / information related to schemes/projects/programs/ can be accessed at www.bsnl.co.in at <https://www.bsnl.co.in/opencms/bsnl/BSNL/faq/faq.html> and annual reports at http://tender.bsnl.co.in/bsnltenders/pdf/BSNL%20_Annual%20Report%202019-20.pdf.

CHAPTER 5 – INFORMATION AS MAY BE PRESCRIBED

Details of Nodal CPIO and FAAs from 2015 onwards is as below

CPIO	Name	Desgn	Email id
In 2015 -16	Brijesh Tyagi	DGM	bsnlco.rti@gmail.com
In 2016 -17	Brijesh Tyagi	DGM	bsnlco.rti@gmail.com
In 2017 -20	Mrs Bindu Roy	DGM	bsnlco.rti@gmail.com
In 2020 -22	Ms Sushmita S Datta	DGM	bsnlco.rti@gmail.com
In 2022 -23	Ms Sushmita S Datta	DGM	bsnlco.rti@gmail.com
In 2023 -24	Ms Sushmita S Datta	DGM	bsnlco.rti@gmail.com

FAA	Name	Desgn	Email id
In 2015 -16	Sh L K Govil	GM (CDN)	bsnlco.rti@gmail.com
In 2016 -17	Sh Harinder Kumar	GM (CDN)	bsnlco.rti@gmail.com
In 2017 -18	Sh Harinder Kumar	GM (CDN)	bsnlco.rti@gmail.com
In 2018 -19	Sh Sidh Kumar	GM (CDN)	bsnlco.rti@gmail.com
In 2019 -20	Sh Sidh Kumar	GM(CDN)	bsnlco.rti@gmail.com
In 2020 -21	Sh Sudhir Gupta	PGM(CDN)	bsnlco.rti@gmail.com
In 2021 -22	Sh Rajeev Kr. Kaushik	GM (CDN I)	bsnlco.rti@gmail.com
In 2022-23	Sh Rajeev Kr. Kaushik	PGM (CDN I)	bsnlco.rti@gmail.com
In 2023-24	Sh Rajeev Kr. Kaushik	PGM (CDN I)	bsnlco.rti@gmail.com

Consultancy Committee for Suo motu disclosure

1. Sh. Rajeev Kr. Kaushik PGM CDN
2. Sushmita S Datta DGM
3. Ramesh Kr. Jain Deputy Manager

Committee of DPIO/CPIO/FAA with rich experience in RTI to frequently sought information under RTI

1. Sh. Rajeev Kr. Kaushik PGM CDN
2. Sushmita S Datta DGM
3. Ramesh Kumar Jain Deputy Manager

CHAPTER 6 – INFORMATION DISCLOSED ON OWN INITIATIVE

Information manual in pursuant to sec 4(1) (b) of RTI Act is available at company website link

https://www.bsnl.co.in/opencms/export/finresult/inf_manual_rti_19_20.pdf.

For more details visit company website at www.bsnl.co.in .